

PATENT
SWA01 P-105A
EXPRESS MAIL #EV303947264US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**Applicants : Alan G. Doherty, Neil S. Rieck, Stephen M. Kennel,
Terry J. Shannon and Robert H. Yip**

**For : METHOD AND SYSTEM FOR FACILITATING
TELECOMMUNICATIONS SERVICE PROVISIONING
AND SERVICE ASSURANCE**

Atty Docket No. : SWA01 P-105A

**Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**

Dear Sir:

PRELIMINARY AMENDMENT

Prior to calculation of the filing fees, please amend the application as follows:

Amendments to the specification are reflected on page 2 of this paper.

Amendments to the claims are reflected in a listing of claims which begins on page 3 of this paper.

Remarks/Arguments begin on page 4 of this paper.